

Three Choirs Festival Hereford 2025 Volunteer Charter

This charter sets out the roles, responsibilities and management of the Three Choirs Festival and its volunteers. It also identifies our commitment to providing a safe and supportive environment for every volunteer regardless of their role. We recognise that volunteers are a vital resource and we will ensure that:

- **Recruitment:** Our volunteer recruitment procedures are fair, efficient and logical
- **Induction:** Our volunteer induction process is consistent and reliable; during induction all volunteers are informed of the organisation's ethos and introduced to relevant team members
- **Roles:** Our volunteer roles are well designed with learning opportunities and/or opportunities to develop new skills at the core. Our volunteers and staff are made aware of the expectations and boundaries of volunteer roles
- **Training:** We meet identified needs by providing relevant training so that our volunteers can operate safely and effectively in their role
- **Involve:** Our organisation is committed to diversity and inclusion, and to making everyone feel equally welcome; we encourage volunteering for all, and we continuously strive to develop and improve our means of promoting equality
- **Engage:** We provide a variety of ways for volunteers to contribute their opinions and feed this into organisational development
- **Value:** Our organisation encourages a positive attitude to volunteers/volunteering. We regularly recognise and acknowledge the value of volunteer contributions
- **Remunerate:** Volunteers will be entitled to claim a per diem for food and drink, should they work longer than a five-hour shift
- **Support:** We provide consistent volunteer support; this includes a named contact for volunteers; we ensure our volunteers are aware of how to raise concerns
- **Recognise:** Skills, knowledge and expertise that volunteers can bring to our organisation
- **Health, Safety & Wellbeing:** We have identified any physical and emotional risks of different volunteer roles, minimised these risks, have relevant policies and procedures and hold adequate insurance.
- **Review & Development:** We review volunteer involvement and management on an annual basis at a minimum to ensure a satisfactory volunteer experience

In return we expect our volunteers to:

- Be open and realistic about what they want from the volunteering role and their support needs
- Be committed to their role and carry it out to the best of their ability
- Embrace and adhere to the core values, mission and ethos of our organisation (see next page)
- Be responsible, professional and courteous at all times
- Be flexible and willing to explore new ways of working
- Be pro-active and responsive to help the festival run as smoothly as possible
- Be informed about policies that address the health and safety of festival goers, other volunteers and staff members